

# Module 4

## Finding Work



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# Board of Studies Syllabus Links

## Links to Work Education, Work Studies CEC and Work and the Community Life Skills course

WORK EDUCATION Stage 5		WORK STUDIES CEC Stage 6		WORK AND THE COMMUNITY LIFE SKILLS COURSE Stage 6	
Core 4	A Work Portfolio	Module 2	Job Seeking and Interviews	Module 2	Planning for Participation in Workplace and Community- Based Learning
Elective 6	Planning for a Working Life			Module 3	Developing a Portfolio in Preparation for Employment

## Links to Industry Curriculum Framework Courses

This module may be used to support the delivery of Stage 6 Industry Curriculum Framework courses. Teachers should use their professional judgement to determine the relevance of the materials to the units of competency being delivered. The materials should be placed in an industry-specific context.





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## 4.1 Looking and Applying for Work

Looking and applying for work requires:

- effort
- increasing knowledge and skills in job-seeking and in job applications
- motivation
- a positive attitude and careful planning. This means:
  - deciding on the kind of work you want before you start
  - getting help from other people
  - being involved in planning your job search
  - learning from each job application.



### ACTIVITY

## Looking and Applying for Work

### Positive Planning

Use the boxed words to fill in the blanks.

planning	organising	application	help	collecting	work
----------	------------	-------------	------	------------	------

Looking for a job requires a positive attitude and careful planning. This means:

- deciding on the kind of \_\_\_\_\_ you want before you start
- getting \_\_\_\_\_ from other people
- being involved in \_\_\_\_\_ your job search
- \_\_\_\_\_ and \_\_\_\_\_ relevant information about yourself
- learning from each job \_\_\_\_\_.

## 4.2 Employer Expectations

Employers are looking for people who will fit in and help them achieve profits or better efficiency. When employing someone, the employer is entering into a type of contract with that person. This contract may be written, spoken or may even be assumed. An agreement to employ someone involves responsibilities on both sides.

Employers can usually teach specific work skills needed for a job. They are most concerned about attitudes and personal qualities. A new employee who does not have the right attitude may be dismissed very quickly.

Employees need to have a positive attitude to their work if they want to stay employed. It is important to keep on showing positive attitudes on the job and not just at the interview.

### What Employers Like

Employers like you to be a self-starter. This means you are able to keep yourself busy at work without being continually instructed or watched over.

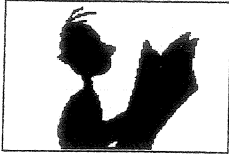
Employers also like workers who are:

- energetic
- cooperative
- honest
- tolerant
- flexible
- responsible
- mature
- willing
- confident
- reliable
- friendly
- punctual.



The most important of these are:

- willing — always ready to tackle a new task.
- reliable — maintaining high standards day in and day out.
- punctual — always arriving at work on time.
- self-starter — able to find ways to keep busy or help others.




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 ACTIVITIES
 

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# Employer Expectations

## A. What Are They Looking For?

1) Find the meaning of the following words.

**Word**

**Meaning**

**energetic** means

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---

**friendly** means

---

---

**tolerant** means

---

---

**punctual** means

---

---

**responsible** means

---

---

2) From the list, choose the right word for each meaning.

honest

mature

flexible

cooperative

reliable

Able to be counted on. \_\_\_\_\_

Able to think and behave like an adult. \_\_\_\_\_

Willing to help others. \_\_\_\_\_

Trustworthy and open. \_\_\_\_\_

Can adapt to changes. \_\_\_\_\_

## B. Work Attitudes

Find the words on the left in this find-a-word.

honest

confident

tolerant

reliable

friendly

flexible

responsible

punctual

energetic

mature

cooperative

willing

E N E R G E T I C Y O U N E E

R D T E V I T A R E P O O C O

U H A L V E A P E G O S I T I

T V E I A T T L I N T U D E T

A H R A O U B G H I T Y F O U

M R W B O I R P K L I N R G L

I F E L X I C U F L Y O I U H

W A R E S P O N S I B L E O N

T T L O S T N C A W Y E N M P

L F O Y E D F T I F Y E D O U

H A V E T H I U E W S R L O N

G A T T I T D A U T D E Y Y O

U W I L L R E L I A B L E B E

O V E R L O N O K E D I M M E

D I A T E L T O L E R A N T Y

## C. Describing Attitudes

**What do the following statements show about each employee?  
Use the words you have been looking at.**

- 1) 'Yes, just the other day Annie had to deal with a difficult customer on the phone ... she was pleasant and polite the whole time.'

This shows that Annie is \_\_\_\_\_

- 2) 'Zac gets along with everyone; he's always happy to help with any task, whether it be big or small.'

This shows that Zac is \_\_\_\_\_

- 3) 'No matter what I give Chantell to do, I know she'll get it done.'

This shows that Chantell is \_\_\_\_\_

- 4) 'Ryan is a pleasant young man; he always has a smile on his face and can talk to anyone without getting embarrassed.'

This shows that Ryan is \_\_\_\_\_

- 5) 'Sometimes I need Sophie to start early or work through lunch. This is never a problem to her. I always make sure that she gets time off in lieu.'

This shows that Sophie is \_\_\_\_\_



## D. Who Would Get the Job?

Here is a list of candidates for an office/clerical position. Read about each person and then complete the statements below.

### Candidates

Stephanie is 16 years old and has her School Certificate. Her last school report says that she was often late for school, was absent for 39 days during Year 10 and often handed in assignments late.

Ragheed is 17. He has his School Certificate and a word processing certificate from a TAFE course he attended. Ragheed gets very nervous at job interviews.

Connie is 15. She doesn't have her School Certificate but is doing an Office Skills course at TAFE. She has worked part-time with McDonald's for the past eight months and her employer is very happy with her.

Martin is 18. He has his School Certificate, but has been unemployed for the past 12 months. He has done no further study and has no experience in this field. He seems willing to work and is neatly presented.

1) I think \_\_\_\_\_ will be offered the job because

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2) I think \_\_\_\_\_ will definitely not get the job because

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## 4.3 Getting Ready for Work

### Preparing a Resume

Before looking for work, you must prepare a resume. A resume is a summary of a person's background, education and training, work experience and personal details. The aim of your resume is to show that you can do the job you have applied for.

A resume needs to be set out clearly so that the employer can read the information quickly and easily. Use the following headings.

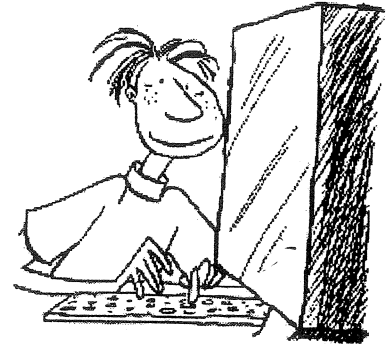
#### Personal Details

Give your full name, address, phone number and date of birth.

#### Educational Background

List in date order, with the most recent first:

- the schools you have attended
- the subjects you have studied
- the training courses (TAFE etc) you have completed
- the qualifications you have obtained (School Certificate etc).



Employers need information about their new employees. Before you start a new job, you should have the following information ready:

- tax file number
- details of your bank account
- a copy of your birth certificate.

You will also need to complete an Employment Declaration Form once you have started work.

#### Employment History

Employment history can include paid work, volunteer work and work experience.

- Start with your most recent position and work backwards through your work history.
- Be brief about jobs that do not relate to the position you are applying for.
- Do not leave long gaps in your employment history. For the times when you were not working, briefly mention other activities you were involved in, such as a course, home duties, voluntary or unpaid work.

#### Additional Skills

These may include first-aid qualifications, computer skills etc.

#### Community and Leisure Interests

Include any interests or hobbies that you participate in regularly. Also include any courses that you have completed that are not work-focused.

## Referees

Give the names, addresses and telephone numbers of two or three people who are willing to give potential employers details of your personal qualities and your work experience. Always check that your referees are willing to be contacted by an employer and will give you a favourable reference.

## Presentation of Your Resume

Your resume needs to be set out clearly and should be easy for the employer to read quickly. Have a look at John Smith's resume.

### RESUME

#### Personal Details

Name: John Smith  
 Date of birth: 6/10/81  
 Address: 65 Hill Street, Hilldale NSW 2786  
 Telephone No: 9568 6444

#### Educational Background

2001 Katimba TAFE – Hospitality Operations Certificate 1  
 2000 Katimba High School - Higher School Certificate  
 Subjects studied: \_  
 English Life Skills                      Citizenship and Society Life Skills  
 Mathematics Life Skills                TAS Life Skills  
 Work Studies CEC                        PDHealthPE Life Skills  
 1998 Field High School – School Certificate

#### Employment History

2001 Blue Mountains Private Hospital – TAFE work experience as kitchen assistant. Duties included: preparation of meals for patients, delivery of meals to wards, using commercial dishwasher.  
 2000 Joe's Cafe – school work experience. Duties included: preparation of morning teas, table service to customers, cleaning of food preparation area.

#### Additional Skills

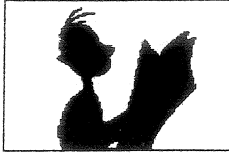
Voluntary work with Meals on Wheels (1998–present) – duties include food preparation and packaging.

#### Community and Leisure Interests

Gardening and Asian cooking, working as a volunteer guide at Riding for the Disabled.

#### Referees

Mr Donald Jones	Mr Joe Grant
Manager, Meals on Wheels	Joe's Cafe
12 Unsworth Road	Great Western Highway
Cardigan Bay 2009	Katoomba 2765
Ph: 9876 5432	Ph: 02 4774 6543




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## Getting Ready for Work

### A. Preparing a Resume

Circle whether each statement is true or false. If it is false, write it out correctly.

- 1) You shouldn't prepare your resume until you have a job interview. **True / False**

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- 2) A resume summarises details about you, such as your education. **True / False**

---

- 3) Your resume doesn't need to be set out clearly. **True / False**

---

- 4) In your personal details, you should only include your name and address. **True / False**

---

- 5) Under Educational Background, you should list the schools you have been to in order from the first school you attended to the last. **True / False**

---

- 6) You should include any TAFE or other training courses you have attended. **True / False**

---

- 7) When writing about your employment history, do not leave long time gaps.

**True / False**

---

- 8) There is no need to state any volunteer work.

**True / False**

---

- 9) You should state any additional skills that you have, eg first aid.

**True / False**

---

- 10) Interests and hobbies are not needed on a resume.

**True / False**

---

- 11) Referees are people who will ring an employer and get a job for you.

**True / False**

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## **B. John's Resume**

**Using John Smith's resume, answer the following questions.**

- 1) List two personal details about John Smith.

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- 2) What school qualification does John have?

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3) What skills did John gain from his work experience in 2000?

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4) Place in order — from most likely (1) to least likely (5) — the jobs you think John is best suited for at the moment.

Head chef \_\_\_\_\_

Kitchen hand \_\_\_\_\_

Waiter \_\_\_\_\_

Apprentice chef \_\_\_\_\_

Home delivery \_\_\_\_\_

Why did you select \_\_\_\_\_ (*insert job*) as being the most suitable for John?

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## C. Leanne's Resume

Leanne would like to get a job as soon as possible. Below is her resume. It is not looking the best. See if you can find the things that are not quite right. Use the following key to show which parts need changing.

- What should be there that isn't? Write it in red pen.
- What needs to be taken out? Use a blue pen to cross these things out.
- Is everything set out correctly? Put a red circle around setting-out errors.
- What other mistakes are there (spelling etc)? Use a black pen to correct these errors.

### Personal Details

Name: Leanne

Date of Birth: 23/6/81

Address: 90 Parson's way  
eldersville 2901

educational background

1998 acrylic Nail Course-Nails 'r' Us

1997 beauty treatment course- Elle Bache training skool

1996 Paddingmore High Skool- Skool Certificate.

English Grade D

Maths Grade D

Other Subjects Studied

Science Life Skills

HSIE Life Skills

Spanish

Physical Studies

Visual Arts

93-95 Attended Gilmore High Skool

1986-92 Attended Gilmore Bay Infants and Public Skool.

### Employment History

1995 Part time work in Juz's Hairshack -Saturday mornings.

I swept the floor, shampooed some customers hair, made coffee.

1996 candy Jane Beautician-part time, thursday nights and saturday mornings. answering phones, booking in clients.

1997 Miki's Beauty workshop. Worked one day a week as a great Beautician as part of the course I done Tints, waxes, facials, skin analysis.

### Community and Leisure Interests

Horse riding and calligraphy.

### Referees

Mikaila Ruzic

Manager

Miki's Beauty Workshop

Gilmore

Justin Hennely

Manager/Owner

Juz's Hairshack

- 1) How many mistakes did you find? \_\_\_\_\_
- 2) Help Leanne fix her resume by filling in the following blank resume. Where details have been left out, use your imagination and make them up!

## **Resume**

### **Personal Details**

**Name:** \_\_\_\_\_

**Date of birth:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

### **Educational Background**

**Subjects studied:**

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---

---

### **Employment History**

---

---

---

### **Community and Leisure Interests**

---

### **Referees**

_____	_____
_____	_____
_____	_____

## D. My Own Resume

Answer the questions below to get you started, then fill out your own resume. When you complete a rough copy, you may be able to enter the information into a computer and set it out.

1) What high school do I attend? \_\_\_\_\_

2) What certificates or achievements have I gained since being at school?

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3) What subjects do I take?

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4) Where have I worked (paid, volunteer work, work experience)?

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5) What other skills do I have?

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6) What other interests do I have?

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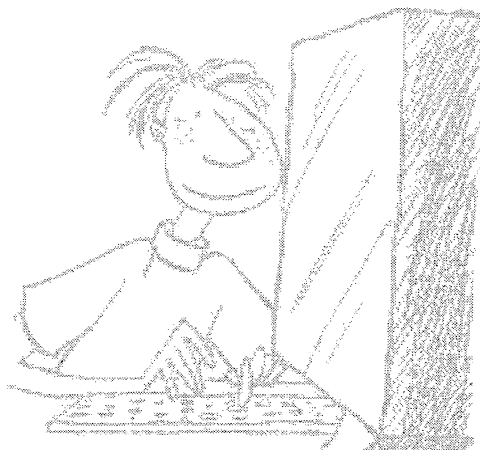
7) Who could I ask to provide a work or character reference?

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8) Use this information to put together your own personal resume.



## 4.4 Looking for Work

The first step in looking for work is working out your skills, experience and areas of interest, and deciding on the sort of work you want.

Different types of work are:

- full-time
- part-time
- temporary
- casual.
- voluntary

### Where to Look for Work

#### Centrelink

Centrelink assesses a person's needs and refers the person to a Job Network member who has the right services to help. Job Network aims to help people to find work. At Centrelink you can use the computer touch screens to view the database of local, state and interstate vacancies. You should also register your name with your local Centrelink office so that they can assess your eligibility for financial assistance and referral to an employment service.

#### School

Most schools display career information and have a teacher who is a careers advisor.

#### Specialist Employment Services

These organisations offer employment assistance and rehabilitation services for people with a disability or an illness. They may help people with counselling, employment preparation, job-seeking, job placement, training and support.

#### Private Employment Agencies

Many of these specialise in particular types of work, such as trade, secretarial, administrative, temporary, computer-related etc.



#### Newspapers

Local, state and interstate newspapers publish job vacancies.

## Internet

The Internet has a number of sites that list job vacancies in Australia, including Australian Job Search (<http://jobsearch.deetya.gov.au/>).

## Self-advertisements

Many people looking for work place advertisements in the 'Situations Wanted' or 'Work Wanted' columns of newspapers. Some papers offer free space to unemployed people who wish to advertise under these headings.

## Friends and Relatives

Your friends or relatives may be able to check at their own workplaces, using their personnel or recruiting officer, to see if there is a suitable position for you. Tell them the type of job you are looking for and give them some information about yourself, your training and any work experience you have had.

## Employers

You may know of companies that you would like to work for. Telephone or call in person to ask if there are vacancies for the type of work you want. It means that the employer knows that you have initiative and are keen to work.

Leave information with the employer, or post it to the employer, so that you can be contacted when the next suitable job becomes available. The Yellow Pages telephone directory is a useful place to find the names of firms specialising in particular services and products.

## Notices

Check the notices placed in shop windows, on community noticeboards, on business entrances, near on-site projects and outside factory gates.

## Work Experience and Voluntary Work

Work experience or voluntary work may improve or broaden your skills to increase your chances for paid employment.

### Voluntary work can help you to:

- develop work skills in your chosen industry area
- improve your self-confidence
- meet people and make contacts
- collect references
- fill gaps in your resume
- show that you have initiative and are willing to work
- ease back into the workforce after a lengthy break
- try out a different area of work to see how you like it!




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 ACTIVITIES
 

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## Looking for Work

### A. Definitions

Write down definitions for the following:

full-time work \_\_\_\_\_

part-time work \_\_\_\_\_

temporary work \_\_\_\_\_

casual work \_\_\_\_\_

volunteer work \_\_\_\_\_

### B. Where to Look for Work Vacancies

The phrases in these sentences are in the wrong order. Rearrange them so that they make sense. They'll tell you about where to look for work. (Remember to use clues like capital letters and full stops!)

- 1)    and use the touch screens                      Go to your local Centrelink office  
       of local, state and interstate vacancies.    to view the database

\_\_\_\_\_

\_\_\_\_\_

- 2)    who is a careers advisor                      display career information  
       Most schools                                      and have a teacher

\_\_\_\_\_

\_\_\_\_\_

- 3)    job vacancies.    Local, state    and interstate    newspapers publish

\_\_\_\_\_

\_\_\_\_\_

4) on the Internet. for job vacancies You can look

---

---

5) or 'Work Wanted' an advertisement columns of newspapers.

You could place in the 'Situations Wanted'

---

---

6) might be able to if there are any jobs suitable for you.

Friends or relatives ask their personnel department at work

---

---

7) you would like If there is a company call in person to work for,  
are any vacancies to ask if there you want. for the type of work

---

---

8) on businesses entrances Check notices and near work sites.  
and community noticeboards, outside factories

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9) may improve or broaden to increase your chances voluntary work  
your skills for paid employment. Work experience or

---

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## Services that Help in Job-seeking

### Centrelink

Centrelink helps people who are job-seeking or who need financial assistance while looking for a job. Centrelink will assess the level of support a person needs and may suggest some organisations that will provide that level of help.

They may decide you need some help in putting together a resume and to learn more about interviews. Sometimes they will suggest a specialist employment service which will help you to look for work or will look for work on your behalf.

### Specialist Employment Service Organisations

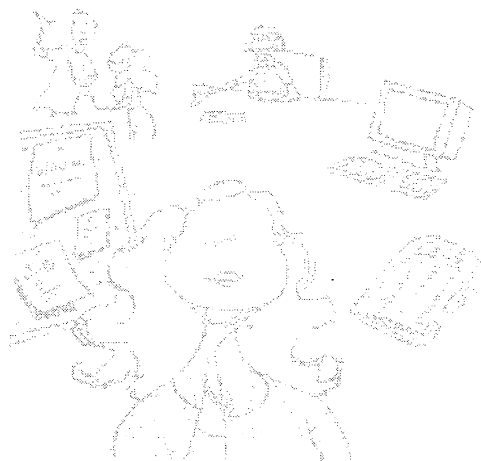
This service is available to people who have a disability or an illness that makes it difficult for them to get work. There are two ways of receiving help from a specialist employment service organisation:

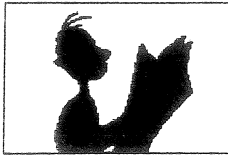
- by referral from Centrelink
- by direct application.

Specialist employment service organisations may help with:

- employment preparation
- finding employment
- training and support once employed.

Your school will know the names and the contact details of the specialist employment service agencies in your local area. They will also help you decide whether you need the extra help provided by these services.





## ACTIVITIES

# Looking for Work

## A. Services to Help Get a Job

Circle true or false for each statement. If it is false, write it correctly.

- a) Centrelink is able to help you look for a job and offer you financial assistance when looking for a job.

True / False

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- b) Centrelink is not able to refer you to other agencies that will be able to help you.

True / False

---



---

- c) Specialist employment service organisations help everyone to find work. True / False

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- d) Your local Centrelink office is not able to help you write your resume, or give you practice in interview technique.

True / False

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---

- e) There are two ways of receiving help from a specialist employment service organisation.

True / False

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## B. Using a Service Agency

Use the phone book to find the address and phone number of your local Centrelink office.

### Centrelink

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Find out the name and contact details of two employment agencies that Centrelink may refer you to if they think you need help looking for work. Ask your teacher for help.

Agency 1: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Agency 2: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_



## Abbreviations in Job Advertisements

Job advertisements usually use abbreviations for common words. This makes the advertisement shorter and so costs the employer less to place the ad.

Some commonly used abbreviations and their meanings are listed below:

m/f	male/female
appt	appointment
FT	full-time
co.	company
ext.	extension
yrs	years
perm.	permanent
nec.	necessary
P.O.	post office
temp.	temporary
M–F	Monday to Friday
exp.	experience
flex.	flexible
asst	assistant
hrly	hourly
min.	minimum
K	thousand dollars, e.g. 16K = \$16 000
avail.	available
pos.	position
EEO	equal employment opportunity
mach.	machine
ref.	references
RDO	rostered day off
AH	after hours
approx.	approximately
cert.	certificate
lic.	licence
o.t. or O/T	overtime
pref.	preferred




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 ACTIVITIES
 

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## Looking for Work

### Ads and Abbreviations

1) Draw lines to match the abbreviations with their meanings.

m/f	approximately
FT	preferred
ext.	flexible
perm.	hourly
P.O.	Monday to Friday
M-F	male/female
flex.	licence
hrly	full-time
K	rostered day off
pos.	extension
mach.	position
RDO	permanent
approx.	post office
lic.	thousand dollars
pref.	machine

2) Give the abbreviation or the meaning for the following.

**Abbreviation**

**Meaning**

appt

\_\_\_\_\_

\_\_\_\_\_

company

yrs

\_\_\_\_\_

\_\_\_\_\_

necessary

temp.

\_\_\_\_\_

\_\_\_\_\_

experience

asst

\_\_\_\_\_

\_\_\_\_\_

minimum

\_\_\_\_\_

available

EEO

\_\_\_\_\_

ref.

\_\_\_\_\_

AH

\_\_\_\_\_

\_\_\_\_\_

certificate

\_\_\_\_\_

overtime

- 3) Look at a page of newspaper employment advertisements. Underline all the abbreviations used. Write out the abbreviations and then, next to them, the meanings.

Abbreviation	Meaning
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

- 4) Now find an advertisement that you could apply for and answer the questions below.

Who is the employer (name of the company)? \_\_\_\_\_

What qualifications (if any) are they asking for?

\_\_\_\_\_

\_\_\_\_\_

What personal qualities are they looking for?

\_\_\_\_\_

\_\_\_\_\_

What is the salary? \_\_\_\_\_

What are the working hours? \_\_\_\_\_

Who do you need to contact, or what action do you have to take to apply?

\_\_\_\_\_

\_\_\_\_\_

## 4.5 Applying for Work

### Letter of Application

The aim of an application letter is to convince the employer to give you an interview for a job. The letter should be a positive statement about yourself and your skills. This might be your only chance of getting an interview for that job.

An application letter is usually sent with a resume. Ask someone to check your letter before making the final copy. Keep a photocopy of the letter to read through if you are asked for an interview.

When writing a letter of application, use a business letter format including:

- your address and phone number
- the contact person named in the advertisement and the address of the employer
- a greeting using the contact person's name, or 'Sir/Madam' if the person's name is unknown
- reference to the position, including its number (if it has one) and where you saw the ad
- that you have attached your resume
- the reasons why you think you are a suitable applicant
- a suitable ending
- your signature
- your title and full name under your signature.



Here is a sample letter of application.

<p>The Manager Direct Industries 28 Jones Street Jonesville NSW 2059</p>	<p>25 Smith Street Smithville NSW 2095 Phone: (02) 9100 5544 10 March 2000</p>
<p>Dear Sir/Madam</p> <p>I would like to apply for the position of Clerk, Position No. 0075, advertised in the Jonesville Morning Herald on 9 March 2000.</p> <p>A resume giving my personal details, qualifications and work experience is enclosed.</p> <p>As my resume indicates, I have successfully carried out the duties listed and would be pleased to attend an interview at any time convenient to you.</p> <p>Yours faithfully <i>Sarah Brown</i> Ms Sarah Brown</p>	



## ACTIVITIES

# Applying for Work

## Letter of Application

1) Use the boxed words to complete these sentences.

address	full	number	signature	suitable	employer
ending	attached	greeting	where	written	given
convince	contact	reasons			

Letters of application are \_\_\_\_\_ to \_\_\_\_\_ an employer that you should be \_\_\_\_\_ an interview. They should include:

- Your \_\_\_\_\_ and phone \_\_\_\_\_.
- The \_\_\_\_\_ person named in the advertisement and the address of the \_\_\_\_\_.
- A \_\_\_\_\_ using the contact person's name or 'Sir/ Madam' if the person's name is unknown.
- Reference to the position, including the position number (if it has one) and \_\_\_\_\_ you saw the ad.
- An indication that you have \_\_\_\_\_ your resume.
- The \_\_\_\_\_ why you think you are a \_\_\_\_\_ applicant.
- A suitable \_\_\_\_\_.
- Your handwritten \_\_\_\_\_.
- Your title (Miss/Mr/Mrs/Ms) and \_\_\_\_\_ name under your signature.

- 2) The letter of application below has one major problem — it's in the wrong order! Write out the information in the correct order. It may help to use the letter written by Sarah Brown as a guide.

The Manager

experience is enclosed.

Acme Industries

Dear Sir/Madam

17–19 Plowview Street

12 Lilac Place

Canleyvale NSW 2163

Lilyfield NSW 2198

Miss Kristie Bell

29 November 1999

Phone: (02) 9124 0098

Yours faithfully

A resume giving my personal details, qualifications and work

1234, advertised in the Lilyfield Advance on 27 November 1999.

you require, and I would be pleased to attend an interview at any time

As my resume indicates, I have successfully carried out all the duties

I would like to apply for the position of Office Assistant, Position No.

convenient to you.

- 3) Use the advertisement below to write a letter of application. Remember to use the correct format.

### Receptionist Junior

F.T. front desk pos. in modern solicitor's office at Illawong. A sound knowledge of Office 98, good telephone manner and organisational skills required. Immediate start.

If this sounds like you, please fax your resume with a covering letter to: Mary, c/- Lester & Henry, on 9512 7132.

## Letter of Application

[illegible]



# Written Application Forms

Sometimes when applying for a job you are asked to fill in an application form. This allows the company to get the same type of information about each person.

## Application Form Checklist

- Take a photocopy of the application form before filling it in and use the copy first.
- Read the form carefully first for special instructions such as 'Write in BLOCK CAPITALS', 'Use your own handwriting' or 'Use black ink only'.
- Answer all relevant questions. If a question doesn't apply to you, write 'Not applicable' or 'N/A' next to it.
- Do not cross out words. If you make a mistake, start a new form.
- Be careful not to fill out parts of the application form that say 'FOR OFFICE USE ONLY'.
- If asked to attach any other relevant information, think of any certificates or samples that may help you to get an interview.
- Have another person check your application to ensure it is correctly filled in; then fill in the original.
- Keep a photocopy of the form once it is filled in.
- Take the copy and read it before going into the interview — you may be asked about it.



## ACTIVITIES

## Applying for Work

### A. True or False?

Circle true or false for each statement below. If it is false, write it correctly.

- 1) Practise on the actual application form, using pencil so you can erase any mistakes.

**True / False**

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2) Read to see if there are any special instructions.

**True / False**

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---

3) Answer each question, even if it doesn't apply to you.

**True / False**

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4) Be careful not to use the sections marked 'FOR OFFICE  
USE ONLY'.

**True / False**

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5) Use liquid paper and write over any mistakes.

**True / False**

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6) Take a photocopy of your completed form.

**True / False**

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7) There is no need to take a copy with you to the interview;  
the interviewer will already have your original.

**True / False**

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## B. Sample Company Application Form

Complete a rough copy, then fill this form in.

### Charlie's BBQ Ribs

CRONULLA  
37 Mark Point Rd  
GYMEA  
90 Gynea Ave  
MENAI  
Shop 3, Menai Fair

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Tick type of job you are applying for: Kitchen ☐ Cashier ☐ Delivery ☐

If Delivery, state driver's licence class and number: \_\_\_\_\_

#### Education

Name of School/Institution	Standard Attained	Year
_____	_____	_____
_____	_____	_____
_____	_____	_____

Please give details of other courses/studies:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Employment Record (list all positions held)

Employer Name	Position Duties	Years Employed	Full/Part-time
_____	_____	_____	_____
_____	_____	_____	_____

Interests/Hobbies: \_\_\_\_\_

Availability:

Mon ☐ Tue ☐ Wed ☐ Thurs ☐ Fri ☐ Sat ☐ Sun ☐

Referees

1) \_\_\_\_\_ 2) \_\_\_\_\_

Ph: \_\_\_\_\_ Ph: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

## Using the Telephone

The telephone can be used to:

- enquire if a company has any vacancies
- call about an advertised position.



A call may be answered by a range of people, for example:

- a switchboard operator or receptionist
- the person who placed the advertisement
- an answering machine.

When making a telephone call:

- Have your resume, the job ad and any questions you wish to ask with you.
- Have a pen and paper ready to make notes.
- Ring at a convenient time to the employer — for example, not during the lunch hour.
- Speak clearly and keep to the point.
- If calling about an advertised position, say you are interested in the position and are keen to have an interview.
- If you don't understand or did not hear something, ask for the information to be repeated.
- Keep a record of when you rang and who you spoke to.
- If you are asked to send more information or to attend an interview, write the details down.
- Thank the person for their time.

## Answering Machines

When leaving a message about a job on an answering machine, use these steps:

- Say your first name, then your last name.
- Spell your last name.
- Say what job you are enquiring about, OR say that you are enquiring about any vacancies that may exist.
- Say where you found out about the job.
- Say your phone number clearly and slowly.
- Say thank you.

For example:

'My name is John Kent.

I'm calling about the garden maintenance position that was advertised in the Star newspaper. My phone number is (02) 9876 5432.

Thank you.'

OR

'I'm calling to ask if there are any vacancies with your company in the garden maintenance section.

My name is John Kent and my phone number is (02) 98765432.

Thank you.'



## ACTIVITY

### Applying for Work

## Leaving a Phone Message

You want to apply for the position in the following advertisement. Write out what you would say if you had to leave a message on an answering machine.

### Store Assistant – Tempe

Tradenet is Australia's leading network of office supplies, with over 120 stores in NSW. Our new Tempe store now has a vacancy for a Store Assistant. The successful applicant will have:

- a positive customer service manner
- an excellent phone manner
- a desire to work in a company that provides long-term careers.

Previous exp. in sales is pref. but not nec.

If this position appeals to you, please contact:

Sven Larson, Store Manager,

Ph. (02) 9087 1213 M–F between 2–4 pm

I would say:

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## Personal Approaches

Many job vacancies never appear in newspapers. Instead of ringing an employer to ask if they have any vacancies, it may be possible to enquire in person.

### Enquiring in Person

- Make a good first impression. Dress neatly and suitably for the job.
- Take a folder containing copies of your resume, references, certificates, school reports and birth certificate. Be prepared to leave any of these with the employer.
- Introduce yourself.
- Ask to speak to the manager or personnel officer.
- Say that you would like to talk to them about employment opportunities with their company and possible vacancies.
- Be prepared to be interviewed.
- If no one can speak to you, find out if they have a job application form or job vacancies waiting list.
- Ask whether you can leave copies of your resume with them.
- Make a note of the name and position of the person you spoke with and/or the name of the manager/personnel officer.
- When you leave, thank the person for their help.



## ACTIVITIES

# Applying for Work

## What Would You Say?

- 1) Write down what you would say to the following people when using a personal approach to find work.

Receptionist \_\_\_\_\_

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Owner/Supervisor/Manager \_\_\_\_\_

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- 2) Write down how you would ask the person you spoke to for their name and position.

Receptionist \_\_\_\_\_

---

Owner/Supervisor/Manager \_\_\_\_\_

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## Letter of Enquiry

If there are a number of companies you are interested in, or your chosen company has a large national/international network, a letter of enquiry may be a good way to find out what jobs are available.

A letter of enquiry lets the company know that you are interested in working for them even though they have not advertised a vacancy. It shows the employer that you have the initiative to seek out employment and gives a written record of your interest.

### Sample Letter of Enquiry

22 Star St  
Comet NSW 2898  
Telephone: 9999 8888  
16 April 2000

Personnel Manager  
McSupermarket  
Westcross Plaza  
Darkmatter 2022

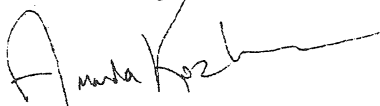
Dear Sir/Madam

I am interested in applying for any vacancy for a store assistant in your organisation. I am interested in working in retail as I enjoy working with and helping people. At present I am doing work experience in the retail area. I would be grateful for any information you could give me about employment opportunities in your organisation. I can be contacted at the above telephone number after school hours.

I have enclosed my resume and two references for your information.

I hope to hear from you soon.

Yours faithfully,



Amanda Kozlowski



## ACTIVITIES

# Applying for Work

## A. Looking at Letters of Enquiry

Below is a letter of enquiry that has been mixed up. Write it correctly using the letter written by Amanda Kozlowski as a model.

Dear Mr O'Brien  
 Personnel Manager  
 Craig's Auto  
 Western Drive  
 Howie 2992

I hope to hear from you soon.

I would like to apply for any vacancies that exist in your company. I am interested in working in the automobile industry, as I enjoy working with cars and people. I also very much admire your car yard.

I have had experience in the car industry, and recently spent two weeks work experience in a local car yard.

I would appreciate any information you could give me about employment opportunities with your company.

Steven Gray  
 45 Comet Ave  
 Narrangbah NSW 2429  
 Ph. (02) 0987 1247  
 2 February 2000

I have enclosed my resume and two references for your reference.

Yours sincerely,

## B. Preparing a Letter of Enquiry

Big Eats Restaurant Chain employs people to:

- prepare and cook food
- serve customers at tables
- provide a telephone and walk-in take-away service
- clean the restaurant, wash dishes etc.

[illegible]

## 4.6 Interviews

A job interview is an opportunity to convince an employer that you are the right person for a position. It is the time when the employer has the opportunity to meet you and decide if you are the most suitable person for the job.

### Preparing for an Interview

#### Practice

- Do a practice interview the day before.
- Try to arrange a video recording of the practice interview.

#### Before the Day

- Find out about the company or business — what they produce, something about their product or service, how many people they employ etc.
- Check that all personal papers are up to date and in order.
- Choose clothes in advance. They should be a bit better than the clothes that are suitable for the job.
- Know where the interview is and how to get there. Travel there before the day if you are not sure.

#### On the Day

- Be clean and tidy. Keep make-up and jewellery to a minimum. Make sure your hair is washed and tidy, and fingernails and teeth are clean. Wash and iron your clothes, and clean your shoes. Don't wear thongs, runners, casual shorts or T-shirts. Don't wear 'loud' colours or patterns.
- Write the company's contact details on a piece of paper and take it with you. Use this information if you are too nervous to remember it, or to ring if you are running late.
- Arrive at least ten minutes early so that you can read over your resume and relax before the interview.
- Sit quietly and don't fidget. Take some deep breaths if you are nervous. Don't smoke, even if you are invited to.
- Don't wear sunglasses or walkman-style earphones.
- Be confident.

## Personal Presentation

Once in the interview room, how you look and act will be just as important as what you say.

Try to remember the following:

- When meeting the interviewers, smile and have your right hand free, ready to shake hands.
- Try to remember people's names.
- Stay standing until asked to sit.
- Look directly at the interviewer.
- Sit up straight and look interested.
- Try to relax; take deep breaths if needed.
- Listen carefully to what the interviewer is asking; if you do not understand the question, ask for it to be made clearer.

## Questions You May Be Asked

Employers may ask questions about you and your skills.

You may be asked questions such as:

- Why do you want this position?
- What qualifications do you have for this position?
- What do you think you have to offer this company?
- What skills did you develop during your work experience?
- What are your interests and hobbies?
- Have you any questions about the course, training or job?

## How to Answer Questions

When answering questions, remember the following:

- Look at the person who asked the question, even if there are several people on the interview panel.
- Don't rush to answer; take a few seconds to think first.
- Answer the question fully, but don't give information that is not needed.
- Provide evidence of your skills, if possible.



- Use correct words to answer questions, e.g. 'yes' not 'yeah', 'no' instead of 'nup'.
- Confidently explain what you can do.
- Be truthful, as the interviewer may check what you say.

## Appropriate Questions to Ask the Employer

You will usually be given the opportunity to ask questions near the end of the interview. If the interviewer doesn't invite you to ask questions, it is up to you to say that you would like to ask some questions. This will show that you have given some thought to the job and are interested in the position.

You may wish to ask questions such as:

- What does the job involve?
- What are the opportunities for training?
- What are the conditions of work?
- If I get the position, when would I start?
- What are the hours of work?
- Is there any equipment/uniform needed?

## Ending an Interview

- When an interviewer thanks you for coming in, you know the interview is over.
- You still need to find out what will happen next. You may need to ask when a decision will be made about the position and how you will be told if you have the job or not.
- Before you say 'Goodbye', thank the interviewer and shake hands. Make sure to smile, look the person in the eye and be friendly.
- Finish by saying: 'It was nice to meet you.'

## Learning from the Interview

Not many people get the first job they apply for. Use each one to improve your interview skills.

If you are unsuccessful at an interview, it may be possible to ask the employer for feedback. Ask in a non-threatening way, such as: 'Could you suggest ways I might improve my interview performance?'

Applying for jobs and going for interviews can be emotionally tiring. Looking for work *is* hard work. Make sure to keep a healthy balance between the time spent looking for work and the time spent relaxing. **Remember: don't give up!**




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 ACTIVITIES
 

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## Interviews

**A. Best Dressed**

Look at the pictures below. Each of these people is going for a job interview. Place a tick beside those who are suitably dressed.

What is unsuitable about the others?




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**B. Preparing for an Interview**

Below are case studies of four people who are all trying for the same position — sales assistant in the music section of a department store. Read the case studies, then complete the statement.

**Jamil**

Jamil is keen to work and is looking forward to the interview. He's found out all he can about the company through phone calls and talking to people who work there. He's not quite sure where the building is for his interview and has allowed five minutes to find it. He is dressed neatly.

**Rhonda**

Rhonda has been unemployed for six months. She is feeling a little anxious about this interview. She practised her interview technique at home with her family, and has bought a new outfit. She has made a trial run to the interview location so she knows where she's going.

**Don**

Don is a cheerful, easygoing person. He prepared himself for this interview by wearing his best pair of jeans, runners, and a new Hawaiian shirt. He even brushed his hair. Don knows a little about the company because he bought some things there before. He doesn't have a resume.

**Georgia**

Georgia is very nervous about the interview. Her resume is up to date, and she knows quite a bit about the company as her aunt already works in the shoe department. She has made a special effort with her clothes and hair and has had her make-up professionally done.

I think that \_\_\_\_\_ will get the job. I think this because:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_



## C. At the Interview

Jamil, Rhonda, Don and Georgia have all been interviewed by the department manager Glenn Rotsey. Read his comments on each person, then complete the statement.

'Jamil arrived just as I was stepping out to see where he was. He seemed a little flustered at first, but calmed down quickly. He was well presented and answered the questions well. He seemed to know a little about the position already, which was great. He asked sensible questions about salary and days off. He was very polite and ended the interview well by saying it was nice to talk with me and shook my hand when saying goodbye.'

'Rhonda was waiting when I looked for her. She was well-groomed. She answered the questions okay but there were some long periods of silence when I didn't know if she was going to say anything. She didn't ask any questions about the position. The interview ended well. Rhonda was very polite.'

'Don looked like he was going to a barbecue; although he was neat in appearance, his dress was a little too casual. He spoke confidently and clearly answered all questions put to him. He asked sensible questions about staff discounts and overtime. He was a little informal with his departure — called me mate and lightly slapped me on the back.'

'Georgia appeared very nervous, and spoke quietly. She had obviously gone to a lot of trouble with her appearance, although her make-up looked overdone. She answered the questions well and had a few questions of her own. Some of her questions were already covered earlier in the interview. The interview ended well. Georgia was a very polite young woman. It's going to be a hard decision.'

I think Mr Rotsey will offer \_\_\_\_\_ the job because:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

## D. Dos and Don'ts

**Make a 'do and don't' guide for interviews.**

[illegible]